

I live in the town of Jackson, Wyoming. Charter/ Spectrum has the contract with the town to provide cable services to the citizens of the town.

We pay \$160.00 a month to Charter Communications. Of that, \$71.98 is for Spectrum television. We pay for the basic package of certain channels. One of the agreed upon channels is NBC.

Since February 2, 2018, we are no longer able to get NBC on Spectrum television. That meant we could not watch the Olympics. Spectrum made statements that there were ways around the problem. But those ways did not work. I bought a Chromecast device for \$35 and paid a minimal amount to a tech friend to set it up. But we still could not access NBC. So we missed the Olympics. And we still cannot access NBC as of this writing. (April 14, 2018.)

Spectrum/Charter has made no adjustment on our bill to make up for this loss of service.